The 2018 Hogsmill River Forum
Thames Water

20th February 2018

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Chris Brown & Patrick Maher (Customer Field Services)
2018 Hogsmill River Forum

Agenda

• Epsom & Ewell Storm tanks
• Urban Pollution Management Plan
• Polluted Surface Water Outfalls

“We are committed to continually improving our environmental performance, aiming to deliver our services in the most sustainable way, which as a minimum, is compliant with environmental and regulatory drivers.”
Steve Robertson, Chief Executive Officer
Epsom & Ewell Storm Tanks

Management Plan

• Alarm Management
• Screening Solution
• Maximising Capacity
• Catchment Study

GIS Plan of Epsom Storm Tanks
Urban Pollution Management Study

Scoping Study to determine the impacts of Thames Water Assets

‘a high level assessment of the waterbody to allow Thames Water and the EA to understand which water bodies will require a comprehensive Urban Pollution Management Study’

Approx. 425km surface water sewer
5 permitted discharges into watercourse
• Historical environmental data reviewed
• Current data gathered
  - River Walks
  - Overflow monitoring
  - Installation of sondes
  - Sampling (water quality, macroinvertebrate & diatoms)
• Data Analysis

Location of sondes
UPM - Preliminary Conclusion

The key results are as follows:

- The historical & current survey data indicates that the intermittent discharges are significantly contributing to the poor water quality in the watercourse.

- The diatom and macroinvertebrate surveys observed no changes at Ewell Storm Tanks, suggesting the spills are not impacting the ecology of the river.

- Total phosphorus sampling data shows evidence of an improvement downstream of the works, suggesting concentrations in the final effluent are cleaner than the river, thus there is no impact from Hogsmill STW.

Next Steps

- Recommended for a full UPM study
- Subject to full review by EA & Ofwat

If commissioned:

- In depth study and modelling of catchment, solution design and proposal
Surface Water Outfall Programme
AMP6 Review

- 119 outfalls have been significantly improved to date
- 2206 properties with misconnections have been identified in the process
- 5169 misconnected appliances identified
- Misconnection rate – 3.55%
- ~ 90% of these property owners resolved the issue voluntarily
- The remainder have been passed over to local authorities for enforcement
- 90 live projects - almost 3000 misconnected properties with 5000 misconnected appliances

<table>
<thead>
<tr>
<th>Misconnection</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washing machines</td>
<td>1188</td>
</tr>
<tr>
<td>Kitchen Sinks</td>
<td>1187</td>
</tr>
<tr>
<td>Hand Basins</td>
<td>1004</td>
</tr>
<tr>
<td>Dishwashers</td>
<td>417</td>
</tr>
<tr>
<td>Toilets</td>
<td>414</td>
</tr>
<tr>
<td>Baths</td>
<td>366</td>
</tr>
<tr>
<td>Showers</td>
<td>312</td>
</tr>
<tr>
<td>Other</td>
<td>294</td>
</tr>
</tbody>
</table>
# Hogsmill Projects - Live

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Post Code</th>
<th>Grid Reference</th>
<th>Watercourse</th>
<th>Misconnected Appliances</th>
<th>Other Pollution Sources</th>
<th>Misconnected Properties</th>
<th>Rectified</th>
<th>With LA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cox Lane</td>
<td>KT19 9PS</td>
<td>TQ 19704 64556</td>
<td>Bonesgate Stream</td>
<td>7</td>
<td>1</td>
<td>6</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Elmbridge Avenue</td>
<td>KT5 9EU</td>
<td>TQ 20471 66949</td>
<td>Hogsmill River</td>
<td>103</td>
<td>12</td>
<td>46</td>
<td>38</td>
<td>2</td>
</tr>
</tbody>
</table>

**Sheephouse Way** – the catchment is undergoing SCIP (Sub-catchment Identification and Prioritisation)
## Future Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Post Code</th>
<th>Grid Reference</th>
<th>Watercourse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hampden Road</td>
<td>KT1 3HG</td>
<td>TQ 19391 68576</td>
<td>Hogsmill River</td>
</tr>
<tr>
<td>Surbiton Hill Park</td>
<td>KT5 8EN</td>
<td>TQ 20028 67883</td>
<td>Hogsmill River</td>
</tr>
<tr>
<td>King Charles Road</td>
<td>KT5 9BQ</td>
<td>TQ 19110 66635</td>
<td>Unnamed (runs to Hogsmill River)</td>
</tr>
<tr>
<td>Raeburn Avenue West</td>
<td>KT5 9EA</td>
<td>TQ 19667 66999</td>
<td>Hogsmill River</td>
</tr>
<tr>
<td>Raeburn Avenue East</td>
<td>KT5 9EA</td>
<td>TQ 19670 66999</td>
<td>Hogsmill River</td>
</tr>
<tr>
<td>Gibraltar Crescent</td>
<td>KT19 9BS</td>
<td>TQ 21136 62508</td>
<td>Green Lanes (Hogsmill)</td>
</tr>
</tbody>
</table>
Raising Awareness & Driving the Behavioural Change

- Website – www.connectright.org.uk/
- Twitter account
- Watersafe plumbers scheme
- ‘Bin it don’t block it’ campaign
- Developer Services – Connect Right leaflet
- Education Team
- Press Releases
- Community Investment Projects
- Exhibitions
Network Resolution
Team - South London
What have we been doing?

- **2200 man hours** spent investigating PSWOs since June 2017.
- 79 investigations completed across South London, with all issues resolved and sewer / outfall cleaned, **19 on the Hogsmill River**.
- 11 cases of widespread misconnections handed over to the TW Environmental Protection Team, **6 on the Hogsmill River**.
- 370 misconnections located, **175 affecting the Hogsmill River**.
- 16 cases of illegal discharge (tipping) in to the surface water sewer, **7 affecting the Hogsmill River**.
- 17 issues located within the Thames Water sewers, **1 affecting the Hogsmill River** (2 blockages within the sewers near Sheephouse Way).
- 42 PSWOs left to investigate, **17 of these are on the Hogsmill River**.

![Pollution Source Chart]

- Total No Of Miscon
- Illegal Discharges
- Network Issues (i.e. blockage)
- No evidence of pollution
Where the PSWOs are & where we resolved them:

Hogsmill and tributaries heat map

Widespread misconnections

Resolved PSWOs

LONGFORD COURT, EPSOM
HOLLYMOOR LANE, EPSOM
WORCESTER PARK AV, KT19
KINGSTON RD, KT19
ST JAMES ROAD, KINGSTON (x2)
OAKCROFT ROAD, CHESSINGTON
KNOLLMEAD, SURBITON
A3 MALDEN WAY, SURBITON
ALEXANDRA DR, SURBITON
SOUTHWOOD DR, SURBITON
COTTERILL RD, SURBITON
ELMBRIDGE AVENUE (NORTH), SURBITON
REDLION ROAD, TOLWORTH
OLD MALDEN LA, WORCESTER PARK (x2)
Before and after on the Hogsmill River.
Educating customers.

When we have identified misconnected properties our aim is to ensure the customer’s journey from notification to rectification is as easy and simple as possible. This reduces the need to take cases to the local Environmental Health Office which takes time and doesn’t always resolve the issue, meaning the environment is still at risk.

This includes a pollution notice, survey sheet and Connect Right leaflet.
What’s next?

We are committed to working with the Environment Agency, SERT and the outfall safari groups to resolve all of our polluted surface water outfalls within a reasonable timeframe.

We have recently been granted permission to expand our project to include an additional pollution crew. This means we will now have two experienced pollution tracing teams out in the field carrying out CCTV surveys, connection tests, rectification inspections and educating our customers. The project will be supervised by an experienced Network Engineer and Field Operations Manager.

During periods of wet weather (when tracing misconnections becomes difficult due to the constant flow on our surface water sewers) the teams will still be out and about, educating our customers and proactively inspecting new connections to our sewers (in liaison with our Developer Services) to prevent misconnections from affecting local watercourses.

We will also be looking at what we can do to help rehabilitate areas of the Hogsmill that have been affected by our polluted surface water outfalls.

Fitting a sewer depth monitor with the South East Rivers Trust at Ashtead Common.

EPT, Networks and EA working together on the California Rd PSWO.
Over to you....

See a pollution call – 0800 316 9800

Shape your water future: thameswater.co.uk/yourwaterfuture